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CASE

STUDY

Considerations when
Operating a Non-ServiceNow
TEM Solution in a
ServiceNow Environment



For ServiceNow-based organizations, managing TEM outside the SN instance can present challenges with **data accuracy, manual processes, and security**. This global athletic apparel and footwear corporation considered moving to a non-SN solution and faced the following:

Key Considerations:

Costs:

One-Time Costs:

- ServiceNow Developer Resources: Establishing integrations for inventory data, billing data, HR/ERP systems, Unified Endpoint Management (UEM) synchronization, and carrier MACDs requires substantial initial investment.
- Country specific, customized workflows set up.
- **Estimated capital expenditure exceeds \$100,000.**

Ongoing Costs:

- API/Integration Maintenance: Regular maintenance is needed due to carrier data changes and ServiceNow version upgrades, ensuring that all integrations remain functional and secure.
- Certification: Periodic certification of the integrations with each ServiceNow upgrade.
- Report Generation: Continuous need to generate and consolidate reports from multiple sources.
- **Estimated annual cost for these ongoing activities is around \$65,000.**



Risk/Security:

Data Residency:

- One of the critical risks of using a SaaS solution is that essential company data resides outside the corporate environment. This may pose significant security and compliance risks, as sensitive information is managed externally.

Integration Vulnerabilities:

- Introducing multiple outbound and inbound integrations can create security vulnerabilities. These integrations must be carefully monitored and managed to prevent unauthorized access and data breaches.

Access & Compliance:

- Ensuring compliance with corporate policies and regulatory requirements is more challenging when data is stored and managed externally. In contrast, **keeping the data within the ServiceNow instance allows for better control and compliance management.**



Results:

Bringing TEM data and workflows within ServiceNow has empowered the global athletic apparel and footwear corporation with accurate, efficient, and secure management of their telecom environment, leading to:

- **Time Savings:** Automating TEM processes and integrating them within ServiceNow has saved the internal team considerable time by reducing manual processes.
- **Inventory Accuracy:** Maintaining MACD ordering data within the ServiceNow instance ensures that all changes are accurately reflected within the system. This eliminates the discrepancies often seen with external systems.
- **Consistent Data Flow:** Integrating all TEM data sources directly into ServiceNow ensures a consistent and seamless data flow, enhancing accuracy and reliability.
- **Configurable Workflows:** A natively built ServiceNow solution leverages SN's powerful workflow capabilities to configure across regions and countries. These variations provide flexibility and adaptability.
- **Enhanced Security and Compliance:** By keeping all TEM data within the corporate ServiceNow instance, the organization retains full control over its data.



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Managed Mobility Services

- + Invoice processing, reporting & analytics
- + Mobile device inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + UEM admin & asset synchronization
- + Lifecycle management
 - » *Staging & kitting*
 - » *Seed stock management*
 - » *Reverse logistics*

Telecom Expense Management

- + Invoice processing, reporting & analytics
- + Fixed inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + Contract management & negotiations
- + Benchmarking

Cloud Expense Management

- + Invoice processing, reporting & analytics
- + Inventory management
- + Audit and dispute console
- + Bill pay
- + Help desk
- + Kubernetes integration